

DIS Elevator Test Report

Background

The current process of evaluating and entering elevator test reports submitted by contractors is inefficient, inaccurate, and inconsistent. It involves forms being mailed, faxed, and emailed to multiple sources and then hard copies being mailed to the Waukesha office. There is no consistency in the review and entry because of the multiple people performing the process and no documented procedure. The inspection service agencies are not receiving the test information necessary to follow up and issue permits to operate that are on hold.



Problem Statement

Each of the state inspectors are spending up to 2 hours per week evaluating reports, entering dates, and following up on missing information. Eliminating rework and duplication of effort would reduce the processing time by 25%. Correct reporting out of submitted information will lead to the efficient release of conveyance permits to operate to the owner.

Outcome

Created a Standard Operating Procedure based on the current state and evaluated, revised, and added components to capture a consistent streamlined process that would provide the necessary results with a minimum of waste and rework.

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required	312	156	156	50
Cumulative lead time in days				
Annual cost in dollars	\$240	\$0	\$240	100
Number of steps in process				
Average process lead time				
Percentage who are satisfied				
Average stakeholder satisfaction				

Cost to implement: \$0

Revenue gained: \$0

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